

Code No: MB1349/R13

MBA IV Semester Regular/ Supplementary Examinations, April-2017

MANAGEMENT OF CHANGE & DEVELOPMENT

Time: 3 Hours

Max. Marks: 60

*Answer Any FIVE Questions
All Questions Carry Equal Marks
Question No. 8 is Compulsory*

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| 1. a | What is transformational change? | 06 |
| b | How value based change is superior? | 06 |
| 2. a | What are the different types of flow diagramming techniques? | 06 |
| b | What are the strategies required for building a learning organization? | 06 |
| 3. a | Discuss the significance of multiple cause diagrams in designing change in organizational roles? | 06 |
| b | What are the different intervention models available for organization change? | 06 |
| 4. a | What is the role of focus groups in OD Intervention strategies? | 06 |
| b | “OD practitioners have limited role in effecting change in the organizations”. Discuss. | 06 |
| 5. a | “The recent changes in the legislation on collective bargaining has increased the complexity in labour-management relations”. Comment | 06 |
| b | How does the globalization of Indian Industry affect the employee and employer negotiation strategies? | 06 |
| 6. a | What are the stages involved in Team building life cycle? Which one is the most critical? | 06 |
| b | “The changes in cross cultural diversity in service organizations has increased complexity in team, which in turn has affected the team effectiveness”. Discuss | 06 |
| 7. a | What are the different decision making techniques for teams? Which one is the most effective? | 06 |
| b | What is role of change consultants in improving the team performance? | 06 |



8. Case Study(Compulsory)

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Ramsey Soft Ltd, a software services company primarily providing data management services to corporate clients located in London, Australia and New Zealand, is having plans for expanding its business by moving into different markets located in East European Countries. The primary goal is to tap the software services potential in countries such as Bulgaria, Yugoslavia. Mr. Krunal Kapoor, the Senior Vice president, Strategic Development is assigned the task of designing and developing offshore organization structure for these countries. Mr. Kapoor hired the services of Camel Consulting services for implementing the necessary organizational development strategies for the off shore organization setup. Mr. Kapoor has been of the opinion that some existing employees need to be deputed to start the organizational processes initially and later on these employees would recruit local talent so that the organization can take advantage of the cultural merger of the local talent while transacting with the clients in these countries. The Camel Consulting services is required to develop a suitable OD plan so that the organizational transition can be smooth.

- a). What are the cultural diversity issues to be addressed by Camel Consulting?
- b) What are the challenges for Camel Consulting in designing a suitable OD Strategy?
- c) What would be best OD approach to meet the Ramsey requirements?

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